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ABSTRACT

The Job Connection, which meets the requirements stipulated in the Family Support Act of 1988, is structured to ensure that needy families with children obtain the education, training, and employment needed to help them avoid long-term welfare dependence. The Job Connection program is administered through Connecticut's Department of Income Maintenance and is targeted toward Aid to Families with Dependent Children (AFDC) applicants/recipients. Job Connection services include the following: program orientation; assistance in planning for family self-sufficiency; education and training programs (including adult basic education, English as a Second Language, high school completion, job skills, training, and on-the-job training programs); job placement programs; payment of special benefits for plan-related child care and transportation; referral to community or state services; provision of work-related benefits while participants still qualify for AFDC; and transitional child care and medical benefits after AFDC eligibility ends. As of June 1991, almost 4,000 Job Connection participants had begun working at a starting hourly wage of $6.57, and 11,000 participants were involved in education and training activities. (Appendixes are as follows: information about the district offices and personnel of Connecticut's Department of Income Maintenance; a listing of the steps in the Job Connection program; and data on the Job Connection program participation, results, costs, and funding.) (MN)

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ED 360 511

THE JOB CONNECTION

CONNECTICUT'S JOB OPPORTUNITIES
AND BASIC SKILLS
TRAINING PROGRAM

State of Connecticut
Department of Income Maintenance
110 Bartholomew Avenue
Hartford, Connecticut 06106

AUDREY ROWE
COMMISSIONER

July 1, 1991 - June 30, 1992

CE 064226

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INTRODUCTION

The Family Support Act was signed into law in October of 1988. The Act addresses a wide range of issues affecting AFDC families including child support enforcement, welfare to work programs, child care and medical coverage. Taken together, these changes began to shift the focus of the national welfare system from one that dispenses cash assistance to one that promotes and supports economic self-sufficiency. In national terms, this is a major shift in philosophy and mission.

For Connecticut, the changes were not as dramatic. The Family Support Act affirmed and supported current state policy and programming in many ways. A key component of the law, the JOBS Title, requires each state to provide a comprehensive program of education and training including basic skills, English as a second language (ESL), high school completion and high school equivalency, and skills training - a list which is almost identical to that found in Connecticut since 1985 and the creation of the Job Connection. The Family Support Act also requires states to provide support services to JOBS participants. Again, these features have been a key component of the state's ongoing Job Connection Program under Connecticut General Statute 17-483.

Even in a state like Connecticut which has made a substantial commitment to welfare to work programming, the federal changes were significant. The law strengthens the efforts Connecticut has made by providing increased federal financial reimbursement for the kinds of programs and services in which Connecticut has been investing. The law also increases the federal work expense and child care disregards for working recipients. The Act will somewhat eases the difficult transition form welfare to work by assuring continued help with child care and medical coverage for up to a year after employment. However, the requirement that parents participate when their youngest child reaches three years of age increases the caseload and the demand for support services such as child care assistance.

For the first time at the federal level, the Family Support Act identifies target populations for service under the JOBS program. Many of these targeted individuals are being served in ongoing Job Connection services and activities. For example, one of the new target groups identified is "a member of a family in which the youngest child is within two years of being ineligible for AFDC because of age." This group fits the definition of a displaced homemaker currently served under the Department of Labor's and the Department of education's Displaced Homemaker Programs. Job Connection participants are eligible for and participate in these programs which are available across the state.

Perhaps one of the most significant target groups specified under the law is that of young (under age 24) AFDC recipients. Clearly the emphasis for this target population is on completing an education. Many of our youngest recipients as "Teen Parents" are eligible for programs designed to meet the educational and social needs of young parents with young children. These programs are operated statewide under the supervision of the Departments of Health Services, Education and Human Resources. The Job Connection provides support

services to individuals in these programs in cooperation with the funding agencies.

Though the Act requires substantially more formal efforts for coordination and consultation with other agencies in the state, the Department has met and is currently meeting many of these requirements by its participation in the state's Employment and Training Commission, Displaced Homemaker Council, Child Day Care Advisory Council and other such groups.

This is our third year as a JOBS program. This program description is organized to follow the format and requirements of the Family Support Act and contains the following sections:

Purpose - the goal of Connecticut's JOBS Program.

Administration - the organizational structure of the Department of Income Maintenance and a description of the units responsible for the implementation and oversight of the Program.

Program Overview - the Program description from orientation through assessment and employability planning, including the development of the Job Connection Plan, case management services and the process for resolving disputes.

Participation Requirements - the members of the assistance unit required to participate in the Job Connection.

Targeting - the target groups encouraged to participate in the Job Connection.

Projected Participation Rate - the estimate of the number of JOBS participants per month.

Services and Activities - the range of education, training and employment services available to participants.

Special Benefits - the description of support services available during participation and the first months after employment.

Evaluation - the methods used to assure quality of services under the Job Connection.

Coordination - the Department's coordination plans with the State Employment and Training Commission, JTPA, the Department of Education and other state and local agencies.

PURPOSE

It is the goal of the State of Connecticut in accordance with federal Public Law 100-485, the Family Support Act of 1988, to operate a statewide Job Opportunities and Basic Skills (JOBS) Training Program to assure that needy families with children obtain the education, training and employment that will help them avoid long-term welfare dependence. Connecticut's JOBS Program is called the Job Connection.

The Job Connection, operating under the requirements of the Family Support Act, has been operating statewide in each of the Department of Income Maintenance's six districts since July 1, 1989. (See Appendix A).

ADMINISTRATION

The Connecticut Department of Income Maintenance (DIM) administers the AFDC program under Title IV-A of the Social Security Act and the JOBS Program under Title IV-F of this Act. The Department maintains overall responsibility for the administration, design, supervision and operation of the Job Connection.

The Job Connection is administered through the Program Policy Division in the Department of Income Maintenance with the Job Connection Unit of that Division directly responsible for supervising the implementation of the program as well as the Job Connection Food Stamp Employment and Training (FSE&T) Program.

The Program Policy Division is responsible for developing and publishing regulations for the programs operated by the Department and for implementing the Job Connection. The Job Connection Unit does the planning and program development, oversees the development of services and activities offered through the Job Connection, monitors the performance of program contractors, reports as required to state and federal authorities, serves as the Department's liaison in the employment and training community, and administers the Job Connection Food Stamp Employment and Training (FSE&T) Program.

The Department's Field Operations Division, through its district offices, is directly responsible for the delivery of services to clients.Approximately 80 Case Management staff are organized into

specific units that are integrated into the overall administrative structure at our thirteen district offices under the direct supervision of a program supervisor and the District Director.

As the state agency administering the Job Connection, DIM provides services and activities directly and through arrangements and contracts with administrative entities under the Job Training Partnership Act, with state and local educational agencies and with other public agencies or private organizations.

Any arrangements and contracts entered into to provide services and activities under the Job Connection are developed because that particular service or activity is not otherwise available on a nonreimbursable basis.

In selecting service providers, the Department takes into account appropriate factors such as past performance in providing similar services, demonstrated effectiveness, cost and the ability to meet performance standards.

PROGRAM OVERVIEW

The Department requires applicants for and recipients of Aid to Families with Dependent Children (AFDC) to fulfill their responsibilities to support their children by preparing for, accepting and retaining such employment as they are capable of performing. The Department also works closely with the Department of Human Resources in securing child support to assist in becoming self-sufficient.

INFORMING - Within thirty days of determining AFDC eligibility, the Department notifies each applicant and recipient of the opportunity to indicate his or her desire to participate in the Job Connection, which includes a clear written description of how to enter the program. Case Managers follow-up with those who indicate their desire to participate and schedule assessment appointments as they become available. For those who do not indicate the desire to participate, additional information on the program is made available during redetermination and at other appropriate times. Posters and brochures explaining the Job Connection are available in the waiting areas in each of the Department's district offices.

ORIENTATION - The Department provides an opportunity for each applicant for and recipient of AFDC to receive an orientation to the

Job Connection and to obtain program information. The Department informs all applicants and recipients of the education, training and employment opportunities for which they are eligible, as well as the support services and special benefits, the obligations of the Department, and the rights, responsibilities, and obligations of participants in the Job Connection. Information on securing child support and establishing paternity is also provided. This information may be provided in a group, on an individual basis at assessment or through written materials.

Group Orientation is often held outside the district office at such locations as community centers and libraries to promote accessibility and attendance. Other state agencies and service providers are involved as appropriate to provide information on the labor market, educational opportunities, job potential, etc.

The Department also informs all applicants for and recipients of AFDC of the grounds for exemption from participation in the program and the consequences of refusal to participate if not exempt, and provides other appropriate information throughout the case management process.

CASE MANAGEMENT SERVICES - The Department, in accordance with the service priorities specified in policy, assigns a Case Manager to each participant and his or her family. Case Managers function as brokers for services. Case management services are delivered by Department staff whose time is fully dedicated to the Job Connection. Case management services include but are not limited to providing orientation, assessing client needs, employability planning, conciliation, and regular client contacts to monitor progress and provide support.

The Case Manager is responsible for identifying unmet needs and assisting the family to obtain the services needed to assure effective participation in the Program. (See Appendix C).

The Case Manager provides information (directly and through arrangements with InfoLine) on the types and location of child care services. The Case Manager informs participants at assessment that assistance is available to help them select appropriate child care services. Upon request, the Case Manager provides direct assistance to participants in obtaining child care services.

- **ASSESSMENT** - The Job Connection staff performs a basic educational assessment of each participant to determine the

level at which he or she is functioning in reading and mathematics.

The Department, in consultation with the Department of Education, has developed a formalized system for assessing the literacy, mathematics and life skills of Job Connection participants based on the client's demonstrated mastery of predetermined competencies. This cooperative assessment project is called the Connecticut Adult Performance Program (CAPP). CAPP is an adaptation of the comprehensive adult student assessment system being utilized by the Department of Education in all adult education centers. The CAPP system features a formal, written client assessment which feeds directly into a referral system, and allows for direct and regular monitoring of the participant's progress once he or she is enrolled in an educational activity.

To supplement the educational assessment, the case manager also determines child care, and other supportive service needs as well as the skills, prior work experience, and employability of each participant, including a review of the family circumstances. This assessment includes a review of the needs of any child in the family. At the discretion of the case manager, the assessment may be conducted through various methods including interviews, testing, and self-assessment instruments.

- **DEVELOPING A PLAN FOR EMPLOYMENT** - On the basis of the information gathered through the assessment, the Case Manager works with the participant in developing a Job Connection Plan.

The plan explains the services and special benefits to be provided by the Department as well as the activities determined to meet the needs and participation requirements for that particular client and family.

The, plan at a minimum, clearly describes an employment goal for the participant which is attainable during the period he or she is expected to remain on AFDC and the special; benefits necessary for participation. To the maximum extent possible, the plan reflects the preferences of the participant. Final approval of the Job Connection Plan rests with the Case Manager who prepares the plan in accordance with policy guidelines. A participant who is aggrieved by their Job

Connection Plan may request conciliation and fair hearing.

- **BROKERING SERVICES AND ACTIVITIES** - After assessing a participant's needs, the case manager identifies the services and activities necessary to address those needs, Referrals are made to appropriate agencies and programs. Brokered services include but are not limited to: adult basic education, High school or GED completion, English as a Second Language, vocational skill training, job readiness, on-the job training, associate and bachelor degree programs and job search training.

- **AUTHORIZING SPECIAL BENEFITS** - In the case of any individual participating in the Job Connection Program, the Department provides payment for necessary expenses related to participation. Case managers determine the need for these benefits and authorize payments. These supportive service payments, called Special Benefits, are deemed necessary to enable individuals to participate in the Job Connection and include payments for child care, transportation, fees, vocationally specific clothing, equipment and materials and certain medical expenses.

DISPUTE RESOLUTION - The Department provides conciliation for the resolution of disputes involving an individual's participation in the Job Connection, including but not limited to the assessment, the Job Connection Plan, and the provision or denial of special benefits.

The conciliation process may be initiated by either the participant or the Case Manager. A time limit of thirty days exists within which to settle the dispute through the conciliation process. The participant is informed of the date the conciliation period begins and ends. The Case Manager provides the opportunity for at least one face-to-face conciliation meeting during this timeframe. The participant may request that a Department Supervisor act as a mediator and may elect to bring another person to assist him or her during conciliation. All steps in the conciliation process are fully documented in the case record.

If the dispute is not resolved to the satisfaction of the client through the conciliation process, the Department provides the participant with an opportunity for a hearing. The hearing is provided through the Department's established fair hearing process.

PARTICIPATION REQUIREMENTS

The Department of Income Maintenance in accordance with the Family Support Act requires all recipients of Aid to Families with Dependent Children to participate except if the individual -

* is ill, incapacitated, or of advance age;

* is needed in the home because of the illness or incapacity of another member of the household;

* is the parent or other relative of a child under the age of 3 and is personally providing care;

* is the parent or other relative personally providing care for a child under 6 years of age and the state has not assured that child care is guaranteed, in which case participation is not required for more that 20 hours per week;

* works 30 or more hours per week;

* is a child under 16 or attends full-time, an elementary, secondary or vocational or technical school;

* is pregnant if it has been medically verified that the child is expected to be born in the month in which such participation would otherwise be required or within the 6 month period immediately following; or

* has no child care available.

To the extent that state resources permit, parents under 20 years of age, who have not completed high school and who are required to participate, are required to participate in an educational activity except as described below. This applies to parents who would otherwise be exempt solely because of caring for a you child.

The Department requires a person who is 18 or 19 years old to participate in training or work activities, instead of educational activities, if the parent fails to make good progress in education activities, or if it is determined pursuant to an educational assessment that participation in educational activities is inappropriate. The Case Manager makes this determination.

If a parent or dependent child are attending an institution of higher education or attending vocational or technical training consistent with the individual;s employment goal and is making satisfactory progress, his or her attendance is considered to meet the individual's participation requirements.

The Department maintains an unemployed parent (UP) program for two-parent AFDC households are required to participate in an intensive three week employment search program operated under contract with the Department of Labor. If a principal wage earn er is determined through assessment has not to be employable, he or she is referred to an appropriate education or training activity.

Upon completion of the Job search, participants who do not enter employment may be required to participate in an education or training activity. Such activities include but are not limited to adult basic education, English as a second language high school or GED preparation, on-the-job training or any other program that the Case Manage deems necessary for the person to become employable and is consistent with their employment goal as stated in their Job Connection Plan.

For the purposes of compliance truth family Support Act, the Department defines satisfactory participation in cooperation with the entities providing services and activities to program participants. Any contracts developed by the Department clearly defines satisfactory participation as it relates to the specific activity.

In accordance with federal regulations, the Department sanctions individuals required to participate in the program who fail to participate or refuse to accept employment without good cause. When accepting employment would result in the individual experiencing a net loss of cash income, good cause exists if the individual refuses the job. All Sanctions are applied in accordance with federal regulations and only after the conciliation process is completed and the opportunity for a fair hearing has been offered.

TARGETING

The Department targets certain individuals to participate in the Job Connection. These targeted groups include -

(A) individuals receiving Aid to Families with Dependent Children who have received such aid for any 36 of the preceding 60 months.

(B) Individuals who are custodial parents under the age of 24 who have not completed a high school education and, at the time of application for Aid to Families with Dependent Children, are not enrolled in high school (or a high school equivalency course of instruction), or have little or no work experience in the preceding year.

(C) Individuals who are the heads of households in which the youngest child will be age 18 within two years, thus making the household ineligible for Aid to Families with Dependent Children.

In determining the priority of participation by individuals in these targeted groups, first priority is given to AFDC recipients within any group who indicate a desire to participate in the Job Connection.

If, however, a non-mandatory or exempt participants drops out of a program activity without good cause after having begun participation, he or she loses priority status as long as other individuals are actively seeking to participate. Mandatory participants who drop out without good cause are referred for adjudication as appropriate.

PROJECTED PARTICIPATION RATE

The statewide AFDC caseload is approximately 50,000 cases. Of this number, an average of 20,000 parents or caretaker relatives participated in the Job Connection each month during state fiscal year 1989-90. Based on these figures, the Department estimates that approximately 20,000 participants will be served on a monthly basis over the course of this fiscal year.

SERVICES AND ACTIVITIES

The Department of Income Maintenance makes available a broad range of services and activities to participants in the Job Connection Program. The Department identifies services which have traditionally been available to welfare recipients an no cost as well as community-based and volunteer programs that provide competent services at minimal cost and refers participants accordingly.

For instance, other agencies have funded many of the educational services provided to AFDC recipients, including those available under the Adult Education Act and the Higher Education Act. Additional, services are often made available through Community Services Block Grant (CSBG) Programs.

Program participants are referred to the state's bilingual vocational training programs, apprenticeship programs operated through the Department of Labor, Opportunities Industrialization Centers (OIC) and Hispanic grant programs funded by the Department of Human Resources under Community Service Block Grants (CSBG) funds, and other services provided on a non-reimbursement basis like Literacy Volunteers of America. Services and Activities are also provided by other agencies through a variety of funding sources, such as the Carl D. Perkins Vocational Education Act and the Job Training Partnership Act.

The Department provides some services and activities through contracts with state and local educational agencies, other public agencies, and community-based an private organizations. Such employment and training services are provided in a cost effective and non-duplicative manner.

Where possible the Department develops nonfinancial agreements for the services and activities offered to program participants.

Education Activities - The Department provides education activities through arrangements and contracts with other agencies such as the Department of Education, local education agencies, public colleges and community-based organizations. These activities include high school equivalency education (combined with skills training when appropriate), remedial education to achieve a basic literacy level, and programs for individuals with limited English proficiency. The Department's funds are used to create additional slots where needed and do not supplant existing resources.

The services and activities offered through the Job Connection of an educational nature are targeted to those without high school completion or its equivalent, and those who have attained a 12th grade education but through assessment are determined not to be functionally literate. Those participants with limited English proficiency whose employment goal requires fluency are also targeted for participation in educational English as a second language) programming.

The Department of Income Maintenance contracts with the Department of Education, Division of Vocational, Technical and Adult Education through their Bureau of Employment and Training to provide remediation and basic skills instruction for Job Connection participants through its cooperative funding process, know as "Coordinated Education and Training Opportunities" or CETO.

CETO coordinates the money from several funding sources, including the Carl D. Perkins Vocational Education Act funds, Job Training Partnership Act (JPTA) funds, Adult Education Act funds, and Department of Income Maintenance remediation funds. The Job Connection CETO funds are used to expand the number of education slots available to AFDC recipients on a statewide basis.

The Department, in collaboration with the other funders, establishes the scope of service to be provided under CETO funding and assists in the development of the request for proposals and all resulting contractS. The Department also provides technical assistance for CETO program operators establishing guidelines for use of the DepartmenT'S funds. The Department reserves the right to approve or reject contracts which utilize DIM funds.

All services and activities developed through CETO are subject to a competitive bid process in each JTPA service delivery area (SDA). The services and activities funded are selected based on a plan developed by the Area Collaborative of each SDA and are approved by the JTPA Private Industry Councils. The Department monitors, evaluates and audits CETO programs, as appropriate, to insure that funds are being used to provide quality programming for Job Connection participants.

The CETO process promotes comprehensive regional planning for the delivery of specific education, employment and training services and is representative the Department's commitment to collaboration and coordination of services.

Job Skills Training - The Department refers participants to skills training programs available through other state agencies, the Private Industry Councils, regional vocational and technical schools, public two-year colleges, and community-based organizations. Participants are also referred to skills training programs operated under contract with the Department, such as the Entrepreneurial Program offered by Hartford College for Women. Program operators are selected through a competitive bid process and all contracts operate through cost-reimbursement budgeting.

Participants who demonstrate an interest in and a capacity for a specific skill or occupation for which training (or retraining) is both necessary and available are so referred.

Job Readiness Activities - The Department provides job readiness activities for participants in the Job Connection through the Hispanic Outreach Project operated in Hartford and Bridgeport. This Project was designed specifically to serve limited English speaking participants with children under the age of six and is built on a family service model.

Through the Employment Search Program, the Department of Labor offers Vocational Exploration Workshops to assist Job Connection participants in identifying areas of career interest and aptitude in preparation for their entry into the world of work.

Job Development and Job Placement - The Department targets and refers participants who have completed their training activities, those who have had a recent significant attachment to the labor market and those who have immediate employment as their goal to the Employment Search Program. The Department of Income Maintenance contracts withe Department of Labor to offer specialized services to Job Connection participants as part of the Employment Search Program (ESP).

Through the ESP program, the Department of Labor performs labor market appraisals, provides vocational information, employment counseling, and resume preparation assistance, assists in group orientation presentations by providing a "World of Work" segment and

administers general aptitude tests to provide addition assessment information.

Through the ESP program, the Department of Labor performs labor market appraisals, provides vocational information, employment counseling, and resume preparation assistance, assists in group orientation presentations by providing a "World of Work" segment and administers general aptitude tests to provide additional assessment information.

In the ESP job development and job placement component, DOL staff create or identify job openings, provide referrals to these openings as appropriate, instruct participants in the use of job banks, local office job listings, positive employer recruitment and exclusive hiring agreements, ESP offers a more comprehensive array of services to AFDC recipients than would normally be available to the general public, focusing on providing information and support to compensate for limited labor market experience.

Job development and job placement activities are also offered through the ESP program in conjunction with specific skills training and educational programs. Department of Labor ESP staff under contract to the Department work with these programs to assist and coordinate job development and job placement activities for Job Connection participants.

Group and Individual Job Search - The Department provides intensive group and individual job search on a statewide basis through the Employment Search Program (ESP) operated by the Department of Labor. These programs require intensive activity by participants in order that they may acquire and apply a wide range of employment services including vocational testing, employment counseling, resume and interview preparation, and labor market appraisals on a group and individual basis.

Participants who are determined to be employable upon assessment are referred for group or individual job search as appropriate. Principal wage earners in UP households are targeted for participation in group job search as previously described.

Participants in Job Search receive instruction and training from Department of Labor ESP staff in successful job search techniques such as finding and developing job leads, using effective telephone canvassing to obtain employment interviews, completing quality job

applications, and preparing for successful employment interviews.

On-the-Job Training - The Department contracts with Department of Labor, Private Industry Councils, and the United Labor Agency to provide on-the-job training for Job Connection participants on a statewide basis. Voluntary participants who express a strong desire to enter the labor market but lack significant training or a recent or significant attachment to the labor market are referred to on-the-job training. These subsidized placements lead directly to unsubsidized employment.

The Department funds specialized High Support On-the-Job Training programs in the Hartford, New Haven and Bridgeport districts.

All OJT contractors are selected through a competitive bid process resulting in multi-year contracts.

Post Secondary Education - The Department refers participants to two-year post secondary education in the state's public institutions. The Department works closely with the state technical and community colleges to provide programming to Job Connection participants and to coordinate student financial aid with those institutions.

SPECIAL BENEFITS

A summary of the special benefits which a case manager may authorize for Job Connection participants follows:

Child Care - The Department provides payments for child care for each eligible individual participating in an education and training activity if that individual is enrolled and participating satisfactorily in and activity that is included in his or her Job Connection Plan.

Special benefits are available to participants when the child care is provided in the child's home, in a licensed day care center, by the child's relative in the relative's home when that relative is not part of the assistance unit, in a registered family day care home, in a summer school or camp, at an employer provided child care program, or at a school-based child care arrangement that best suits their needs.

All child care arrangements for which assistance available meet applicable health and safety standards as well as other state and local child care regulations.

Child care special benefits are made in the form of payments to the participant or provider for costs up to the local market rate, but equal to or lower than the state limit of $325 per month per child through age 13. For children up to age 18 with documented special needs, the limit is a maximum of $435 per month per child.

InfoLine collected statewide data on the variations of cost in the care of infants, toddlers, preschool and school-age children, as well as costs for part-time and full-time care which was used to determine the established hourly local market rates.

The Department provides payments for child care for each family with a dependent child requiring such care, to the extent such care is necessary for an individual in the family to accept employment or remain employed.

The Department provides child care Special benefits for the time participants are employed and receiving AFDC through the Work Related Child Care (WRCC) Program. Costs for WRCC are not reflected in the Appendix F, "Program Costs and Funding" sections of this Plan. An income deduction is also available to participants with earnings.

Since April 1, 1990, the Department has provided transitional child care (TCC) benefits to families for a period of up to 12 months after the last month for which family received AFDC. These transitional benefits are in the form of a reimbursement of the cost of such care to the caretaker relative under a sliding scale formula developed in consultation with the Department of Human Resources.

The Department will continue to work with the Department of Human Resources, the state's lead agency for child care, to assure that present and former AFDC recipients are guaranteed child care services. The Department of Human Resources is charged with increasing the number and quality of family day care homes in Connecticut. Their ongoing efforts include: conferences for day care providers, public service announcements on radio and TV, and recruitment brochures.

Transportation - The Department provides payments to eligible participants in education, training or employment-related activities for transportation costs associated with such participation. Public transportation, bus fares, train fares, van and car pool fees are paid at cost up to a limit of $10 per day and passes or tokens are issued when available. Participants driving private vehicles are reimbursed at 20

cents per mile up to 50 miles per day with a minimum payment of $2 per day when public transportation is unavailable or inaccessible.

Fees - The Department makes payments for fees related to participation in education, training or employment-related activities when not met by other resources. Such fees include but are not limited to tuition costs, application or enrollment fees, lab fees, licensing fees and union membership fees and dues when mandatory.

Clothing - The Department makes payments for items of vocationally-specific clothing which are necessary for participation in employment, training or education related to employment. This includes, but is not limited to, payments for uniforms, safety boots and lab costs.

Equipment and Materials - The Department makes payments for equipment and materials which are necessary for participation in employment, training or education related to employment, when not provided by the employer or educational program. Equipment and materials include but are not limited to, books, tools, tool boxes, tool belts and medical equipment used in work or training.

Medical Expenses - The Department makes payments for medical expenses directly related to entering employment which are rejected by the Medicaid program or any insurance available to the participant when the provider is Medicaid approved. Such payments may include expenses for dentures, eyeglasses, hearing aids and prosthetic devices, but may not exceed $100 per calendar year.

EVALUATION

The Department evaluates the Job Connection program to assure that quality services and activities are being offered to JOBS participants directly and through contracts. Such evaluation efforts include site visits to contracted programs and monitoring reports as well as participant case file reviews. Program data is reviewed and evaluated on a quarterly basis. The Office of Family Assistance at the Department of Health and Human Services also monitors program performance measures under requirements in the Family Support Act.

In accordance with state statute, the Department evaluates the job retention of individuals place in employment on an annual basis.

In addition, separate and independent evaluations were conducted for the Entrepreneurial Training Program and four High Support On-the-Job Training Programs. These evaluations were completed under contract to the Department by Abt Associates of Cambridge, Massachusetts.

COORDINATION

As the state agency responsible for administering the Job Connection, the Department established the JOBS Advisory Council to promote the coordination of the planning and delivery of services under the JOBS Program with programs operated under the Job Training Partnership Act and with other education, training and employment programs available in the state including any programs available under the Adult Education Act or the Carl Perkins Vocational Education Act.

The purpose of this coordination is to provide comprehensive, quality services to meet the multifaceted education, training, employment and support service needs of welfare recipients in the most effective and efficient manner possible.

The JOBS Advisory Council is made up of interested parties who provide input to the Commissioner on issues related to the Job Connection Program. Along with representatives of the Governor's office, the JOBS advisory Council is comprised of individuals representing the Office of Policy and Management, the Department of Labor, the Department of Human Resources, the Department of Education, the Department of Higher Education, the Department of Economic Development, the Department of Health Services, the Department of Children and Youth Services, Legal Aid, United Way, the Connecticut Association of Local Administrators of General Assistance, the Commission on the Status of Women, the Commission on Children, former and current public assistance recipients, and the Department's contractors.

The Department submitted its original JOBS plan, written in 1988, to the State Employment and Training Commission, for review and comment before its submission to the Secretary of Health and Human Services for approval.

The comments and recommendations of the Employment and Training Commission on the original plan were transmitted to the Governor for his review and to ensure that appropriate components of the original JOBS Plan were consistent with the coordination criteria specified in

the Governor's Coordination and Special Services Plan (GCSSP) required under the Job Training Partnership Act.

As required by the GCSSP, the Department and the Employment and Training Commission continue to work together to prevent duplication of services, to assure that other program services are available to enable Job Connection participants to achieve self-sufficiency and to assure that costs for these services for which welfare recipients are eligible are not unnecessarily incurred by the JOBS Program.

The Department consults with the Private Industry Councils on the development of arrangements and contracts. The Department coordinates the planning and implementation of new programs with the PICs and encourages the development of nonfinancial agreements as appropriate.

The Department has strengthened coordination between its local offices and the SDAs in order to improve the referral of JOBS participants to existing JTPA Programs. Department staff participate on PICs, PIC planning committees, CETO Collaboratives and Regional Interagency Steering Committees (RISCs).

The Department uses the services of each Private Industry Council and the State Department of Labor to identify and provide advice on the types of jobs available or likely to become available in each of the nine JTPA service delivery areas. This information is used in the development of individualized Job Connection Plans for program participants.

TOWN CODES BY DISTRICT
Effective with New EMS Computer System 12/89

DISTRICT OFFICE #1
HARTFORD - 10
11 Bloomfield
40 East Granby
64 Hartford
94 Newington
139 Suffield
155 West Hartford
159 Wethersfield
164 Windsor
165 Windsor Locks

MANCHESTER - 11
Sub Office
1 Andover
12 Bolton
30 Columbia
32 Coventry
43 East Hartford
47 East Windsor
48 Ellington
49 Enfield
54 Glastonbury
67 Hebron
77 Manchester
78 Mansfield
129 Somers
132 South Windsor
134 Stafford
142 Tolland
145 Union
146 Vernon
160 Willington

DISTRICT OFFICE #2
NEW HAVEN - 20
2 Ansonia
6 Beacon Falls
8 Bethany
14 Branford
37 Derby
44 East Haven
62 Hamden
84 Milford
93 New Haven
99 North Branford
101 North Haven
107 Orange
108 Oxford
124 Seymour
126 Shelton
156 West Haven
167 Woodbridge

DISTRICT OFFICE #3
BRIDGEPORT - 30
15 Bridgeport
46 Easton
51 Fairfield
85 Monroe
138 Stratford
144 Trumbull

DANBURY - 31
Sub Office
9 Bethel
16 Bridgewater
18 Brookfield
34 Danbury
91 New Fairfield
96 New Milford
97 Newtown
117 Redding
118 Ridgefield
127 Sherman

STAMFORD - 32
Sub Office
35 Darien
57 Greenwich
135 Stamford

NORWALK - 33
Sub Office
90 New Canaan
103 Norwalk
157 Weston
158 Westport
161 Wilton

DISTRICT OFFICE #4
NORWICH - 40
3 Ashford
13 Bozrah
19 Brooklyn
22 Canterbury
24 Chaplin
28 Colchester
39 Eastford
45 East Lyme
53 Franklin
58 Griswold
59 Groton
63 Hampton
69 Killingly
71 Lebanon
72 Ledyard
73 Lisbon
75 Lyme
86 Montville
95 New London
102 N. Stonington
104 Norwich
105 Old Lyme
109 Plainfield
112 Pomfret
114 Preston
116 Putnam
121 Salem
123 Scotland
133 Sprague
136 Sterling
137 Stonington
141 Thompson
147 Voluntown
152 Waterford
163 Windham
169 Woodstock

DISTRICT OFFICE #5
MIDDLETOWN - 50
26 Chester
27 Clinton
33 Cromwell
36 Deep River
38 Durham
41 East Haddam
42 East Hampton
50 Essex
60 Guilford
61 Haddam
70 Killingworth
76 Madison
79 Marlborough
82 Middlefield
83 Middletown
106 Old Saybrook
113 Portland
119 Rocky Hill
154 Westbrook

MERIDEN - 51
Sub-Office
80 Meriden
131 Southington
148 Wallingford

NEW BRITAIN - 52
Sub-Office
7 Berlin
89 New Britain
110 Plainville

DISTRICT OFFICE #6
WATERBURY - 60
25 Cheshire
81 Middlebury
88 Naugatuck
115 Prospect
130 Southbury
151 Waterbury
153 Watertown
166 Wolcott

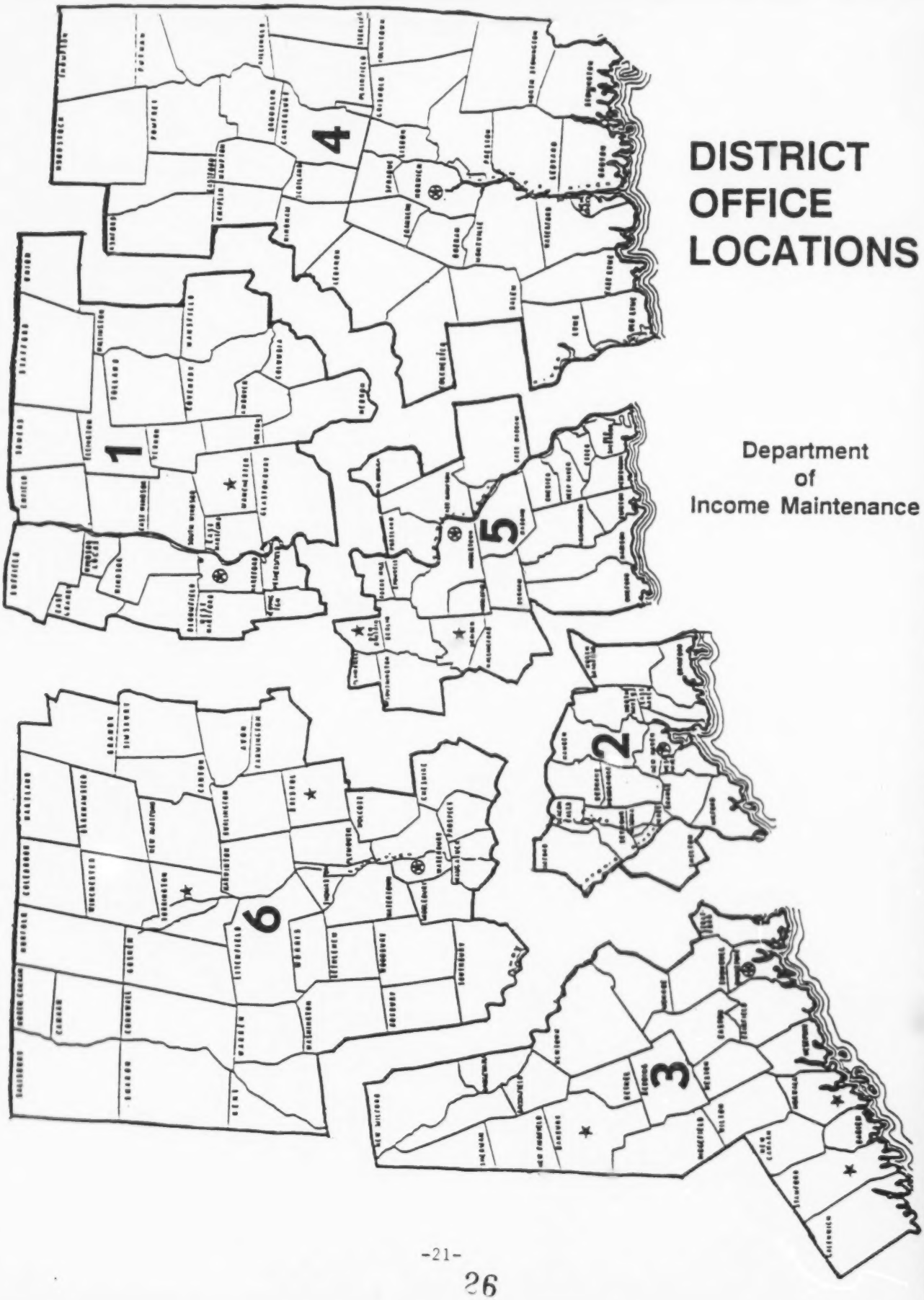
BRISTOL - 61
Sub Office
4 Avon
17 Bristol
20 Burlington
52 Farmington
66 Harwinton
111 Plymouth
128 Simsbury
140 Thomaston

TORRINGTON - 62
Sub-Office
5 Barkhamsted
10 Bethlehem
21 Canaan
23 Canton
29 Colebrook
31 Cornwall
55 Goshen
56 Granby
65 Hartland
68 Kent
74 Litchfield
87 Morris
92 New Hartford
98 Norfolk
100 North Canaan
120 Roxbury
122 Salisbury
125 Sharon
143 Torrington
149 Warren
150 Washington
162 Winchester
168 Woodbury

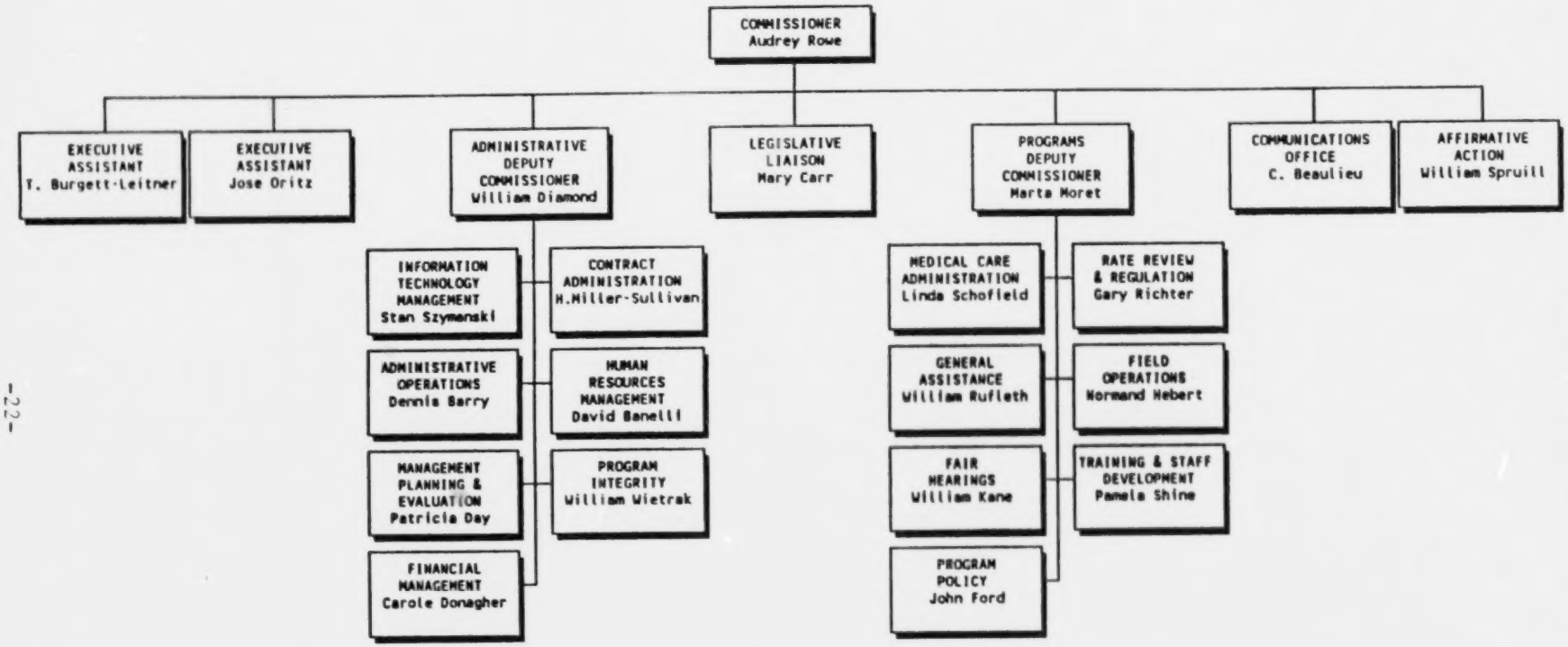
APPENDIX A

DISTRICT OFFICE LOCATIONS

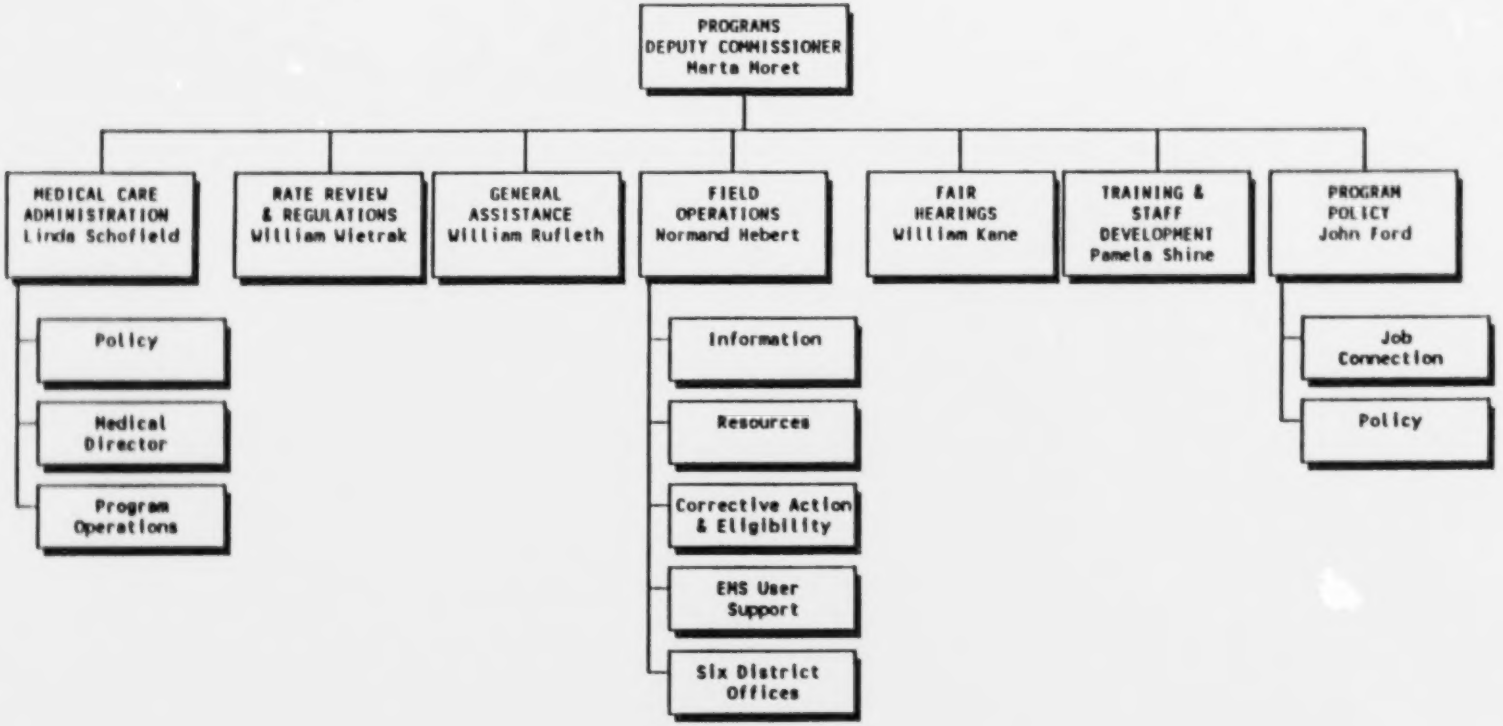
Department
of
Income Maintenance



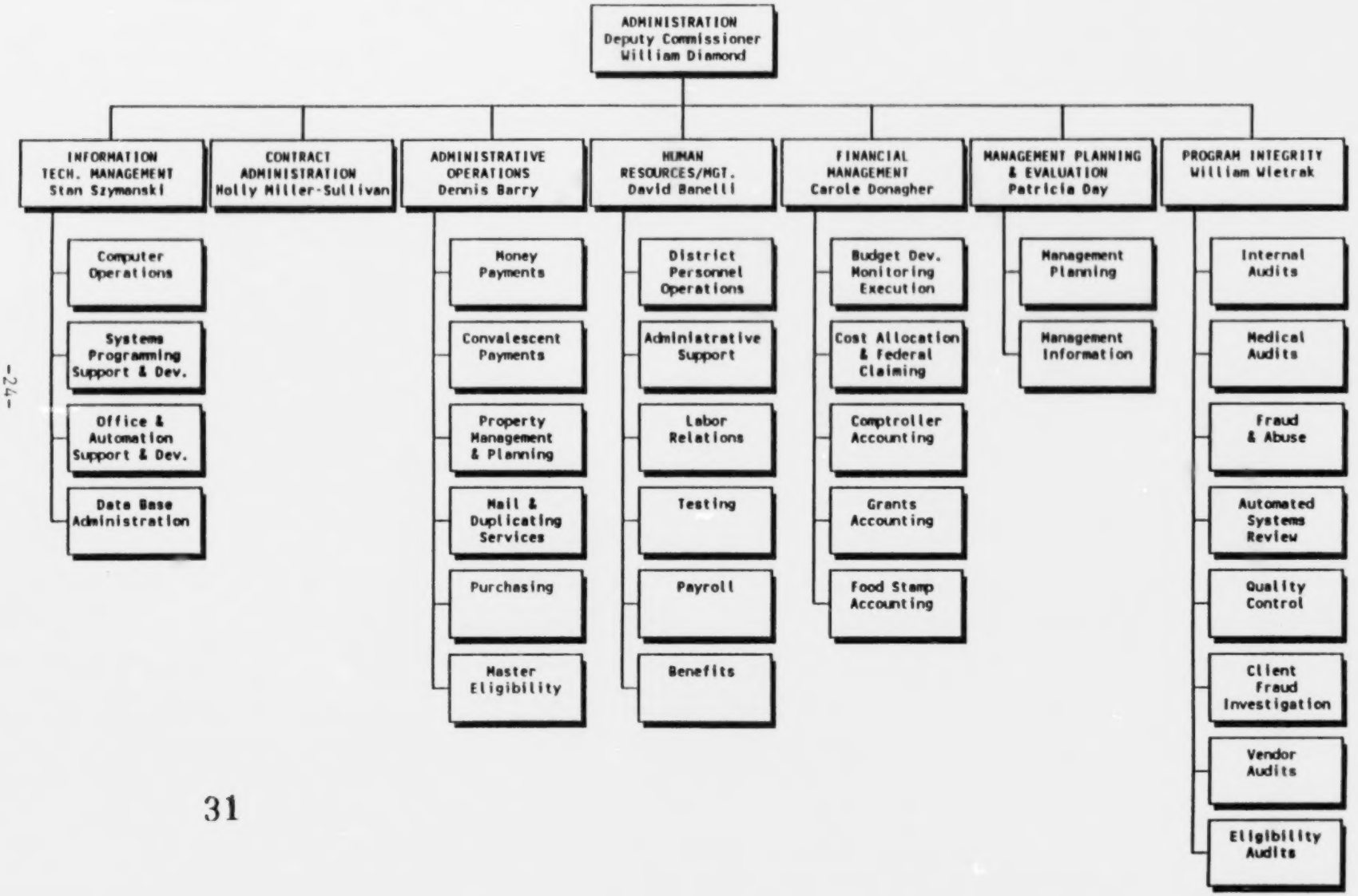
DEPARTMENT OF INCOME MAINTENANCE
DECEMBER 1, 1991



STATE OF CONNECTICUT
DEPARTMENT OF INCOME MAINTENANCE
DECEMBER 1, 1991



STATE OF [illegible]NECTICUT
DEPARTMENT OF [illegible]OME MAINTENANCE
DECEMBER 1, 1991



MOVING THROUGH THE JOB CONNECTION PROGRAM

INTAKE/REGISTRATION

- Application or re-application for AFDC or Food Stamps
- Promotion of the Job Connection Program

ORIENTATION

- Overview of education, training and employment activities
- Information on support services and payment of special benefits
- Review of rights and responsibilities of participants

PLANNING FOR FAMILY SELF-SUFFICIENCY

- Assessment of education, skills and employability
- Assessment of family needs, including child care
- Establishment of short and long term goals
- Agreement on a Job Connection plan

CARRYING OUT THE JOB CONNECTION PLAN

- Enrollment in education, training and employment programs
  - -Job readiness and vocational exploration
  - -Adult basic education, English-as-a-second language
  - -High school completion
  - -Job skills training
  - -Postsecondary education
  - -On-the-job training
  - -Job search
- Payment of special benefits for plan-related child care, transportation, fees, etc.
- Referral to support services in the community or through the State
- Follow-up, support and monitoring progress

EMPLOYMENT

- Entry into a job
- Work-related benefits while still qualifying for AFDC
- Transitional child care and medical benefits when AFDC ends

DEPARTMENT OF INCOME MAINTENANCE
DISTRICT DIRECTORS
JOB CONNECTION PROGRAM SUPERVISORS
JOB CONNECTION SUPERVISORS

DO #10-HARTFORD	Sarah Miller, DD	566-5730
3580 Main St.	Bertha Baker, JCPS	566-3146
Hartford, CT. 06120	Nancy Torchio-Zembko,JCS	566-7791
	Beth Shelton, JCS	566-3777
Sub-Office	Norma Zackor, JCS	566-3616
DO #11-MANCHESTER		
330 Broad St.		
Manchester, CT. 06040		
DO #20-NEW HAVEN	Paul Harold, DD	789-7957
194 Bassett St.	Carol Quinn, JCPS	789-7954
New Haven, CT. 06511	Richard Sebastian, JCS	789-7990
DO #30-BRIDGEPORT	Mary Jane Sadler, DD	579-6836
925 Housatonic Ave.	Gail Scott, JCPS	579-6949
Bridgeport, CT. 06606	Ken Smith, JCS	579-6758

Sub-Offices

DO #31-DANBURY	**DO #32-STAMFORD**	**DO #33-NORWALK**
405 SO Marshall St.	1642 Bedford St.	164 Water St.
Danbury, CT. 06810	Stamford, Ct. 06905	Norwalk,CT.06854

DO #40-NORWICH	Kathy Talbot, DD	823-5050
279 Main St.	Sandra Pratt, JCPS	566-2085
Norwich, CT. 06360	Don Baginski, JCPS	823-5046
	William Fain, JCS	823-3318
	Marie Nenninger, JCS	823-5042
DO #50-MIDDLETOWN	Ken Soucy, DD	344-2101
117 Main St. Ext.	Faith Stewart, JCPS	827-7149
Middletown, CT 06457	Richard Feivou, JCS	827-7146

Sub-Offices

DO #51-MERIDEN	**DO #52-NEW BRITAIN**
139 Charles St.	270 Lafayette St.
Meriden, CT. 06450	New Britain, CT. 06053

DO #60-WATERBURY	Marie Healey, DD	597-4001
79 Linden St.	Dennis Nakashian, JCPS	597-4002
Waterbury, CT. 06702	Anthony Ruggiero, JCS	597-4112

Sub-Offices

DO #61-BRISTOL	**DO #62-Torrington**
50-100 No. Main St.	352 Main St.
Bristol, CT. 06010	Torrington, CT. 06790

Revised 8/27/91

APPENDIX E

CONNECTICUT JOBS PROGRAM: FACT SHEET

PARTICIPATION AND RESULTS

- 52,000 AFDC Cases Statewide (9/91)
  - 60% or 31,000 are JOBS participants
    - 92% are female
    - 96% are single parents
    - 2.7 persons = average household size
    - $591 per month = average AFDC award

- Ethnicity & Race are Evenly Divided Among JOBS Participants
  - About one-third each for Hispanic, Black and White

- JOBS Participants are:

Young:

- Over 1 in 5 are under age 25
- Over half are age 30 or less

Undereducated:

- 60% have not completed high school or equivalent

Targeted for JOBS:

- 50% are either:
  - long term recipients (AFDC for 36 out of last 60 mos.)
  - under age 24, lacking high school completion
  - under 24, with limited work past twelve months
  - ineligible for AFDC within two years

- Participants are Located Statewide:

HRTFD	NEW HAVEN	BRDGPRT	NORWICH	MIDLTWN	WTBY
7900	4970	6452	3139	2942	3889
[27%]	[17%]	[22%]	[11%]	[10%]	[13%]

-Hispanic participants comprise:

- 50% of Hartford Office
- 50% of Bridgeport Office
- 56% of New Britain Office

- By the End of State Fiscal Year 1991 (6/30/91):
  - Almost 4,000 started work
  - Over 11,000 were support in education and training activities

- Statewide, as of 6/30/91, the JOBS Caseload Statewide was:
  - 25% Pending Case Management Assessment
  - 26% Enrolled in Education, Training, or Employment
  - 33% Pending Enrollment in Activities
  - 16% Barrier Statuses

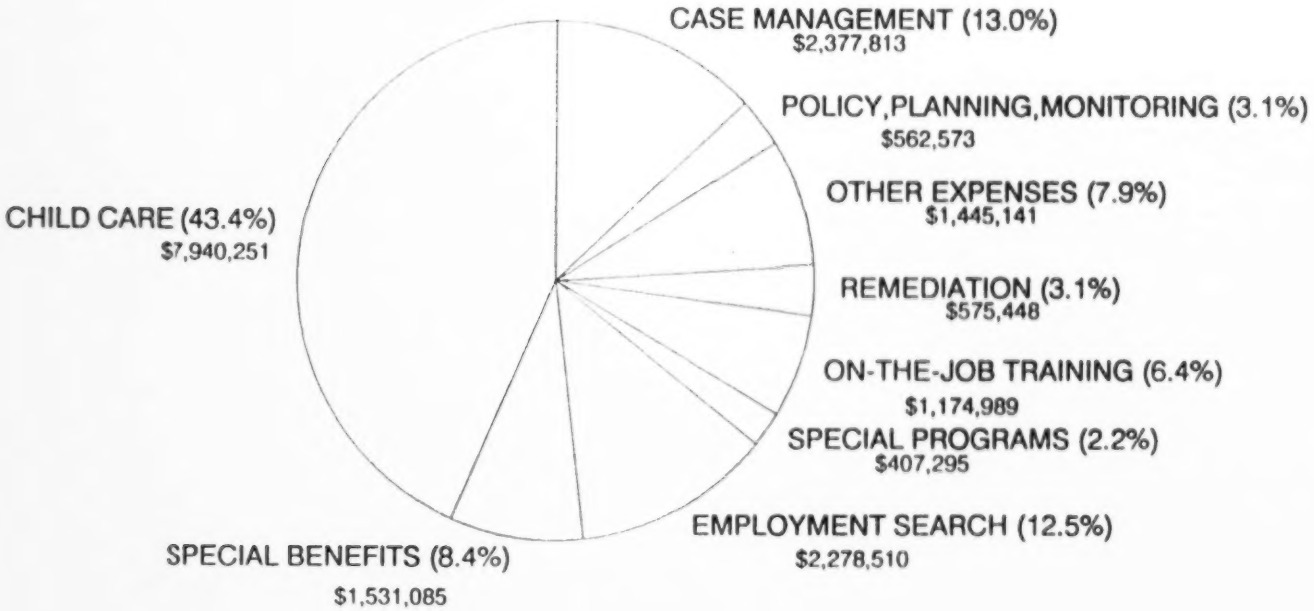
- Of Those Enrolled in Education and Training:
  - 2% Job Readiness
  - 44% Adult Basic Ed., GED, or ESL
  - 17% Vocational Skill Training
  - 12% Higher Education
  - 5% OJT
  - 20% Job Search
  - 55% of those in components are targeted for JOBS

- Of Those Who Start Work:
  - $6.57 = starting hourly wage
  - 56% = 12 or more grades completed
  - 41% = > age 30
  - 79% = > age 24
  - After 12 mos., 2 out of 3 remain employed

- Participants Enter These Type of Occupations:
  - 13% Professional, Technical, and Managerial
  - 42% Clerical and Sales
  - 28% Service
  - 4% Agriculture and Processing
  - 6% Machine Trades, Benchwork, and Assembly
  - 5% Structural and Miscellaneous

APPENDIX F - PROGRAM COSTS AND FUNDING

1990-91 JOB CONNECTION EXPENDITURES*
$18,293,105



* no fringe included